

## Healthwatch Tameside Board Meeting Minutes (Part A)

**Meeting date: 22<sup>nd</sup> May 2023**

**Meeting time: 1300hrs**

**Meeting location: 4C Community Centre, Ashton**

Members present:

Name	Position
Tracey McErlain-Burns (TMB)	Chair
Jyoti Rao (JR)	Vice-Chair
Glenis Lee (GL)	Member
Royce Goodier (RG)	Member

Attendees present:

Name	Position
Alex Leach (AL)	Manager
Imogen Shortall (IS)	Project Support Officer (minute taker)
Jessica Johnson (JJ)	Contracts Performance Officer
Slawomir Pawlik (SP)	Tameside Locality representative

Item	Title and minute
1	<p><b>Welcome and Introductions:</b> TMB welcomed attendees to the meeting.</p>
2	<p><b>Apologies for absence:</b> Apologies received from Maria Bailey, Fleur Piacentini and Camilla Guereca.</p>
3	<p><b>Registration of interests and declarations of interest to any agenda item:</b></p> <p>Declarations of Interests: TMB:</p> <ul style="list-style-type: none"> <li>• Chair of the Royal College of Nursing for Yorkshire and Humber</li> <li>• Interim Chair of the Healthwatch in Greater Manchester Network</li> </ul> <p>SP:</p> <ul style="list-style-type: none"> <li>• Knows Quality Assurance Regional Manager at Healthwatch England</li> </ul> <p>Registrations of Interests: Imogen to collect newly completed forms at end of meeting - only Maria Bailey now outstanding.</p>

<b>4</b>	<p><b>Minutes of the meeting held on 29<sup>th</sup> March 2023</b></p> <p>TMB noted that a Quality Assurance Framework Indicator column has been added to the Agenda, as per the Action Log.</p> <p>Comments: Any other business - Henshaw's support has now been removed from Tameside.</p> <p>Rest of Minutes approved as accurate. IS to make amendments and publish Minutes on website.</p> <p>TMB thanked IS and AL for their work on the Minutes.</p>
<b>5</b>	<p><b>Action Log review</b></p> <ul style="list-style-type: none"><li>1 - completed</li><li>2 - no update, TMB to chase up</li><li>3 - completed</li><li>4 - meeting in diary, no update yet</li><li>5 - no additional feedback, AL suggests removing from Log (members agreed)</li><li>6 - completed</li><li>7 - AL raised with Action Together but no update yet</li><li>8 - completed</li><li>9 - completed</li><li>10 - completed</li><li>11 - completed</li><li>12 - completed</li><li>13 - completed</li><li>14 - ongoing (almost complete)</li><li>15 - completed</li><li>16 - AL has raised with Action Together but no response yet, will chase up</li><li>17 - completed (JJ to update with more information after next meeting)</li></ul> <p>IS to update and send out Action Log.</p>

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## **Business Plan 2023/24 performance report**

AL provided update on performance report:

### 1.2 CAMHS project

- Planning commenced - will arrange meetings with service providers etc.

### 1.3 Impact Report

- Template sent to JJ for comment
- Will produce Quarter 1 Impact Report at the end of the quarter (this will be published on website)

### 2.1 Annual Report update

- Draft is currently being developed, and will be shared with Board members by 5<sup>th</sup> June for approval
- Report needs to be published by 30<sup>th</sup> June - can members please send any comments back as soon as possible so that the report can be published before this deadline
- SP asked AL to bring Annual Report to Local System Quality Group once approved

### 3.3 Enter and View

- Draft policy developed, sent to Action Together Senior Management team for review
- This will be a shared policy with Healthwatch Oldham (this will also help us pool volunteers for Enter and View visits)
- Healthwatch England offering Enter and View training - will gather interest from members at next Board meeting

No other points due or outstanding.

Questions:

GL asked about volunteer sharing for enter and view - does it matter where volunteers are based?

AL - volunteers can be based anywhere e.g. Oldham residents can do Enter and View visits in Tameside

TMB/GL agreed that this could be a potential helpful arrangement.

SP - are Enter and View visits undertaken without warning?

AL - can be with or without warning depending on intelligence/urgency. We will always try to share information with providers to maintain relationships.

JR asked about the progress of the operational update and MH survey report

AL - Informed that the mental health report is still in the reporting phase and planned to be shared with Board at the July 2023 meeting.

TMB - can we deliver everything detailed in the plan?

AL - confident that we have the resources needed to deliver.

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**Quality Assurance Framework [QAF] update**

AL provided an update on the QAF:

- Approved at March Board meeting, now published on website
- Healthwatch England Theory of Change model training has now taken place, so no further action needed in this area (Impact and Influence section)

TMB provided an update on her conversations with Board members about the QAF:

- Members will be assigned to different parts of the QAF, so they could research and approach our topics of conversation from that angle
- Interests in different areas:
  - Leadership and Decision Making - JR, JW (Julie Wood)
  - People - TMB
  - Sustainability and Resilience - JR
  - Collaboration - GL
  - Engagement, Involvement and Reach - JW, CG (Camilla Guereca), GL
  - Influence and Impact - CG
- TMB to make contact with RG to discuss before next Board meeting
- IS to print off A3 copies of each domain of the QAF for members to review and discuss at July meeting

QAF discussion at the North-West Healthwatch England regional meeting:

- AL and TMB attended
- There were detailed discussions regarding the QAF. Not all Healthwatch have taken a structured approach in the way that Healthwatch Tameside has.

<p><b>8</b></p>	<p><b>Risk Register</b></p> <p>AL gave an update on changes to the Risk Register:</p> <p>2.2 Governance - Relationship between Action Together and Healthwatch Tameside Board</p> <ul style="list-style-type: none"> <li>• Healthwatch Tameside manager (AL) now reports to Action Together Tameside Director (Anna Hynes)</li> </ul> <p>2.3 Governance - Lack of clear strategic plan</p> <ul style="list-style-type: none"> <li>• Mitigating actions - Business Plan approved and in place, review model in place (bi-monthly review)</li> <li>• No change to score needed</li> </ul> <p>8.3 Monitoring data</p> <ul style="list-style-type: none"> <li>• QAF approved - impact risk can be reduced from 3 to 2</li> </ul> <p>Risk Movement:</p> <ul style="list-style-type: none"> <li>• TMB drafted a graph to show risk movement over time and talked Board through the highlights</li> <li>• Shows how we manage risk over time, link between different risks etc.</li> <li>• TMB to make risk movement draft into a document, IS to send out with Minutes</li> </ul>
<p><b>9</b></p>	<p><b>Risk appetite statement</b></p> <p>TMB explained the purpose of the annual statement of risk appetite:</p> <ul style="list-style-type: none"> <li>• Determines how much we would tolerate risk in certain areas</li> <li>• Usually set on an annual basis - we need to put in place soon</li> <li>• TMB/AL will discuss with Anna Hynes and CG - keep on agenda for next meeting</li> <li>• AL happy to draft a statement if needed</li> </ul>
<p><b>10</b></p>	<p><b>Year to date [YTD] Financial Report</b></p> <p>TMB explained why this item had been moved to the open agenda. AL presented the details of the financial report highlighting the deficit budget and the use of reserves.</p> <p>Questions and Comments:</p> <p>SP - what created the deficit? TMB - we have been in deficit for several years - no increase in contract value while cost of living has made expenses rise</p> <p>RG - how long does the contract last? AL - The current contract is in place until March 2024.</p> <p>TMB commented that she looked forward to receiving the Cost of Living Survey Report which may provide insight worthy of sharing with colleagues working in housing.</p>

<p><b>11</b></p>	<p><b>Healthwatch in Greater Manchester Network update</b></p> <p>TMB provided an update on the Healthwatch in Greater Manchester network:</p> <ul style="list-style-type: none"> <li>• Virtual meeting on Friday 26<sup>th</sup> May</li> <li>• Recruiting for Chief Coordinating Officer (CCO) and Chair</li> <li>• Guest speaker this Friday is Zulfi Jiva (discussing the Greater Manchester Integrated Care forward plan)</li> <li>• HW in GM network now has a partnership agreement in place with NHS Greater Manchester</li> </ul>
<p><b>12</b></p>	<p><b>Forward Plan</b></p> <p>AL provided an introduction to this new addition to the Agenda, and a run through of what the Board will be looking at in the upcoming meetings.</p> <p><b>Thursday 27th July 2023:</b>  Stakeholder presentation [if required]  Questions from the public  Mental Health Insight Report  Enter and view policy  Annual Report 2022/23  Board Appraisal Report  Board recruitment update  Quality Assurance Framework Action Plan review  Business plan performance update  Risk register review  Healthwatch in Greater Manchester update  AOB</p> <p><b>Monday 25th September 2023:</b>  Stakeholder presentation [if required]  Questions from the public  360 Review report  Quality Assurance Framework Action Plan  Business plan performance update  Risk register review  Healthwatch in Greater Manchester update  AOB</p> <p><b>Wednesday 29th November 2023:</b>  Stakeholder presentation [if required]  Questions from the public  Business Planning 2023/24  Quality Assurance Framework Action Plan  Business plan performance update  Risk register review  Healthwatch in Greater Manchester update  AOB</p>
<p><b>13</b></p>	<p><b>Any other business</b></p> <p>TMB ended Part A of the meeting.</p>